



INDY EXCELLENCE

PEOPLE ★ SERVICE ★ QUALITY ★ STEWARDSHIP



ANNUAL REPORT 2009

RICHARD L. ROUDEBUSH VA MEDICAL CENTER
INDIANAPOLIS, INDIANA

MESSAGE FROM THE DIRECTOR



When I sat down to think about Indy Excellence in 2009, one thought stood out most to me. Indy Excellence is no longer a separate set of linked programs within the Medical Center. Indy Excellence now is the Medical Center. It is the way we think of ourselves, the way we treat our patients, the way our visitors view us, the way our committees function, the way our systems improve, the way our staff interact with each other, the way we greet new employees, the way we do business.

When we embarked on the Indy Excellence journey about seven years ago, we kept hearing that a true cultural change would take five to ten years. That prophecy has proven to be very accurate. After five years, Indy Excellence had really become ingrained in the Medical Center, but was still seen as largely separate from operations. That has now fully changed. There really is little we do that is not part of and fully integrated with Indy Excellence.

There is one aspect of Indy Excellence that I would in particular like to single out for recognition. The Medical Center is always undergoing some kind of external review. There is seldom a week that one set of reviewers or another are not in the Medical Center. Without exception, as these reviewers are doing their exit visits, they tell us what a pleasure it was for them to visit us. They always feel welcome, they feel we are open and honest with them, they feel respected, and they sense that something special is happening in the Medical Center. I am quite sure this comes from a combination of Indy Excellence philosophies. The first of course is just a general sense of friendliness toward all visitors. More than that, we are comfortable and confident that our programs meet and in many cases significantly exceed the majority of program requirements, and any gaps are generally minor and fixable. Simply put, we impress them.

People...Quality...Stewardship...Service: These seem like such simple concepts, easy to envision. But like many simple concepts, the execution of those concepts is much more difficult. Let me use my voice on behalf of all the staff to say this: Indy Excellence is us, and we can all be extremely proud of the many, many accomplishments that have made these simple concepts the underlying philosophies of everything we do.

A handwritten signature in black ink that reads "Thomas Mattice". The signature is fluid and cursive.

Thomas Mattice
Medical Center Director

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- ★ Twelve Advanced Practice Nurses participated in the 2009 Habitat for Humanity Veteran's Build.
- ★ Five employees were selected as the Greater Indianapolis Federal Employee of the Year. They were Lynn Cottee, Capt. Mark Gaby, Ellwyn Parks, Robin Paul and Mildred Swan. Also recognized for nomination was Karen Messmer.
- ★ The Indianapolis Star presented the "Salute to Nurses" highest award to Phyllis Baker from Psychiatry Services.
- ★ Seventy-five Indianapolis VA employees provided nearly 2,000 Hoosier Veterans with employment information and training services at the 2nd Annual Operation: Hire a Hoosier Veteran Career Fair.
- ★ Indy's own Dr. Lois Bushbacher participated in a coast-to-coast bicycle ride to raise money to send newly paralyzed Veterans to the National Veterans Wheelchair Games.
- ★ The National Black Nursing Association has named Maple Murrel, RN, Staff Nurse in the GI procedures area, as Staff Nurse of the Year.

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← Compensation and
← Food Court/Canteen
← Constitution Wing



★ Over thirty five hundred Indiana National Guard Soldiers participated in the nation's largest Post Deployment Health Reassessment (PDHRA) event at the Indianapolis VA Medical Center in a joint venture with the Department of Defense and the Indiana National Guard.

★ The Indianapolis VA Medical Center began providing residential care for homeless Veterans with the opening of a 50-bed Domiciliary Residential Rehabilitation Treatment Program.

★ Operation Restoration continued during fiscal year 2009 with quarterly retreats for Indiana combat Veteran couples. A total of 140 Hoosier couples have attended this retreat since its inception during 2008. New to the initiative this year was a two day mentor-

ing workshop involving VA clinicians from eight other VA locations. As a result of the mentoring workshop, this initiative has expanded to other VA Medical Centers. Operation Restoration has received the attention of officials in VA Central Office and four additional retreats are planned during fiscal year 2010.

★ Indianapolis implements Veteran Centered Care using the Planetree model. Changes include new décor, food delivery at the bedside, healing environment and many more changes.

★ In a true Indy Excellence "Commitment to Co-Worker" fashion, several Indianapolis VA Medical Center employees participated in the Race for the Cure in honor of their friend and co-worker, Connie Curran from Ambulatory Care.

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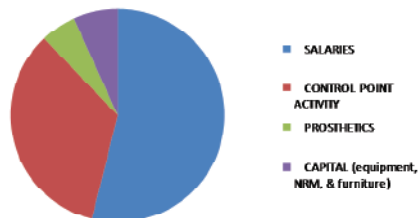
- ★ The Indianapolis VA Medical Center won the Most Wired Award from Health & Hospitals Network for the 5th year in a row, for our use of information technology.
- ★ The Indy PR team was established to ensure that communication within the facility meets the Medical Center and Department of Veteran Affairs expectations for professionalism and accuracy; is in alignment with plans, goals, and policies, and meets the principles of Indy Excellence.
- ★ The VA Health Services Research & Development Center of Excellence on Implementing Evidence-Based Practice (CIEBP) improves the health of Veterans by using research methods to enhance the delivery of high-quality, cost-effective healthcare services and was re-designated as a Center of Excellence until 2013.

- ★ This year, the VA Medical Center hosted "Battlemind to Home Symposium" focusing on educating community providers about the challenges facing returning Veterans and their families.
- ★ The Indianapolis VA Medical Center utilizes Performance Measures to set standards for the care delivered and to benchmark with the community. The data obtained through monitoring and analysis is used to improve processes and treatment to our Veterans. Indy achieved 84% on the national performance measure scorecard.
- ★ A new Palliative Care unit was opened to ensure life-affirming care of the highest quality to all VA Medical Center Veterans and families who are in need of these services.
- ★ Systems Redesign was embraced as a method to improve operations in the Medical Center. It teaches and utilizes tools to create reliable processes, grow leaders, and develop exceptional people and teams.

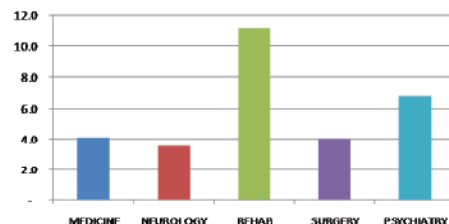
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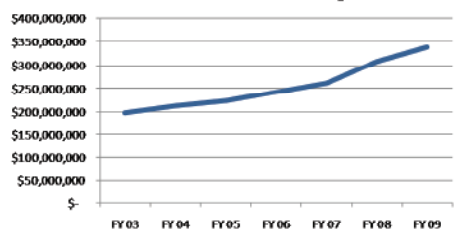
Where the dollar goes. . .



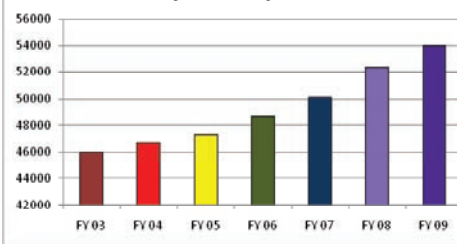
FY 09 Average Length of Stay



Medical Center Funding



Indianapolis Unique Patients



Our Medical Center recorded the highest Medical Care Cost Recovery (MCCR) performance level in our history in FY 2009 with over \$36 million collected. Our goal in FY 2009 was \$28.9 million. Our facility far exceeded the yearly performance measure and collected 25% more than the target. Our MCCR performance also continues to have one of the most cost efficient performances in the nation. It costs our Medical Center six cents to collect every dollar as opposed to fourteen to twenty-two cents at other VA facilities.



We are Indy Excellence



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